

# METHOD AND APPARATUS FOR TAILORING VOICE PROMPTS OF AN INTERACTIVE VOICE RESPONSE SYSTEM

## ABSTRACT

An interactive voice response (IVR) system includes a database holding a library of pre-recorded  
5 voice prompts that have various specific contents determined by their purposes, as well as  
various language choices, speaker accents, degrees of formality, and so forth. The database  
entries are held outside the compiled code of an application program that provides call flow  
instructions that direct the functional operation of the IVR system. When the application  
program requires a voice prompt, it selects a record of the database by passing a metalanguage  
10 variable to an assignment table that is also held outside the compiled code of the application  
program. The assignment table assigns a particular value to the meta language variable. The  
value of the metalanguage variable specifies the entry point into the database for recalling the  
database record which contains the desired voice prompt.